Implementing Total Quality Leadership

Lesson Nine

The Quality Philosophy

Objectives

λ **Describe why a quality philosophy is developed within an organization**

λ **Describe how to develop a quality philosophy within an organization**

λ **Describe the relationship of the quality philosophy to TQL implementation.**

A Quality Philosophy

A system of fundamental or motivating principles that form the basis for action or belief.

The Quality Philosophy . . .

- λ **Reflects the thinking of top leaders**

- λ **Reflects the values of top leaders**

- λ **Becomes stronger over time**

Benefits

λ **Guides the creation of an enabling environment**

λ **Fosters cooperation**

λ **Supports the mission**

λ **Helps create a learning organization**

λ **Supports the establishment of command-wide process management**

Prerequisites

λ **ESC has knowledge of TQL**

λ **ESC is committed to quality**

Top Leaders Should Examine the Following:

λ **What values should govern how we do business?**

λ **What quality means to our customers?**

λ **Does it change the way we do business?**

λ **How do we want to be known by those that use our products and services?**

λ **How do we want to be known by those within the boundaries of our own organization?**

Once the Quality Philosophy Has Been Developed

λ **Should be *written* but not *published***

λ **Once understood and refined:**
  - ϖ **Hold discussions**
  - ϖ **Write articles**
  - ϖ **Practice it**

Summary

λ **The top leaders' ideas about quality should be formulated into a comprehensive statement of their commitment to it**

λ **The quality philosophy forms the basis for actions and beliefs**

λ **The quality philosophy is communicated, through actions, to the organization and incorporated into implementation activities**